Checkpoint USS

User Manual

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SMART

Checkpoint®

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Section 1— USS Overview

USS System Overview

The USS (Universal Self Service) system is designed to allow library patrons to issue their own books and other media items, freeing up the librarians for other duties. Although it is a self-contained unit, it performs the same functions as manual issuing at the library counter, as it is interfaced with the library's own computer system. The USS unit consists of both the equipment and software needed to run and maintain the self-issue process.

USS Equipment

The USS unit consists of a modern and attractive unit of proprietary design. Externally, the only items of equipment that are visible are the touch-type display screen, the base, a barcode scanner for scanning books and other items and a thermal-paper receipt printer. The unit also contains:

1. A desensitizer for automatically degaussing magnetic security strips once the items have been issued
2. Position sensors for checking the presence of items
3. Peripheral plugs for interfacing to the library computer system
4. A compact yet powerful PC system unit which is connected to the other equipment. Connection to the PC may be made via the touch screen or keyboard and mouse.

USS Software

Software for the USS system is Microsoft Windows™ based, and uses a few easy to operate drop-down menus to configure and maintain the system. These are detailed in the following sections of this document. While some of these are designed to allow library personnel to configure and maintain sections that are relevant to daily operation of the libraries issuing system, many are of a technical nature and will probably rarely require attention. In this case, they would normally be set up and maintained by Checkpoint support personnel, and there is a note to this effect in the text.

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Section 2— USS System Configuration

In this Section

- File Menu
- Configuration Menu
- Demo Menu

System Configuration Overview

This section of the document details how the various USS menu items are used to configure and maintain the USS system.

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File Menu

Version Overview

The version menu option is designed to allow the administrator the ability to run the self issue software in standalone mode or using third party components.

When “ServicePoint” is selected the software runs standalone handling all interfaces and connections required.

When “Patron Manager” is selected the software runs in conjunction with third party components Patron Manager, Print Services, Category Services , Y4U and Fees & Fines.

When the respective option is selected the System Configuration will only show fields relating to the current selection.

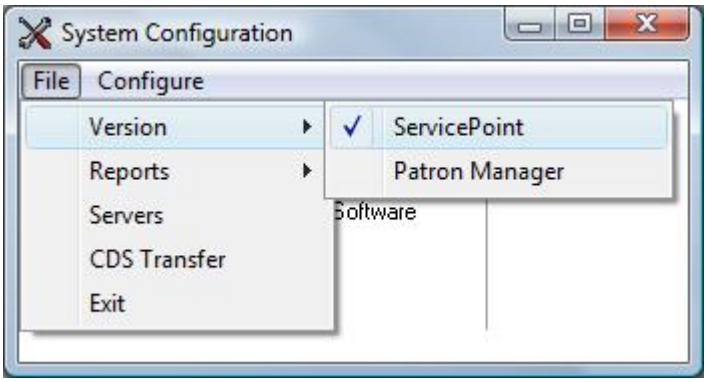

Figure 1: Access to Version Option

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Reports Overview

This System Configuration menu option is used to report statistics of system usage, in a variety of formats.

Access is made by selecting File then Reports (see figure below).

The report options available will be shown when Reports is highlighted. At present, the only report option available is Usage Statistics, which is accessed by clicking with the mouse when this option is highlighted.

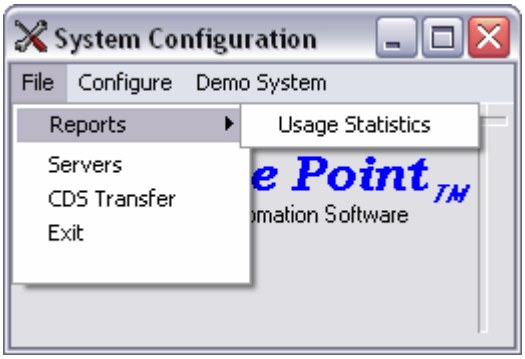

Figure 2: Access to Reports Option

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System Statistics

Overview

As the name suggests, this menu item provides details of usage of the USS system, for a selected time range. Specific types or all statistics may be selected, and grouped by time period (day, week, total), and viewed or output in several different ways.

Report Selection Parameters

Event Type

There are two options for this parameter, with selection made via a toggle switch; you may click on **ALL** to select all event types (selection box ticked) or deselect it in order to specify one or more particular event types (selection box cleared).

If the **ALL** selection box is cleared, then you may select which event(s) to report on by clicking the selection box next to the one(s) you require.

Date Range

There are two ways you may select the start and end dates for the date range.

Click on the date, select the day, month, or year by using the direction arrow keys on the keyboard, then overtype with the appropriate numbers; or

Click the arrow at the side of the date box and choose the appropriate date from the calendar displayed (see example below) by clicking on the day you require. Previous or later months may be selected using the arrow keys at the top corners of the calendar.

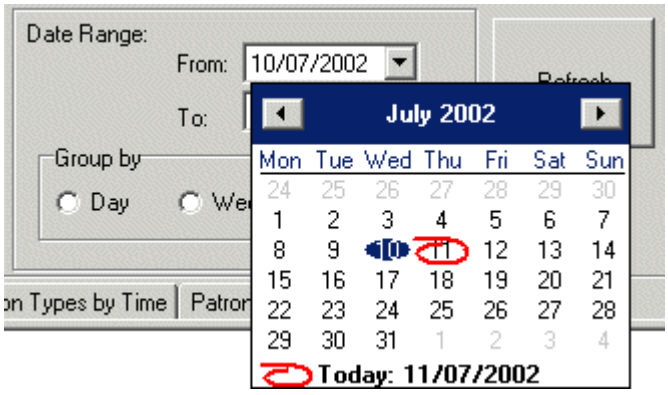

Figure 3: Choosing a date using the calendar

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Group By

This parameter is used for report output format, and groups the selected data by Day, Week or a total for the selected data, according to the button you click on. For example, if you select **WEEK**, then the **DATA** report output will show data for the specified date range displayed on a separate line for each week, whereas **TOTAL** will show all data summarized on a single line.

Refresh

This is used to update the data selected for reporting on, or currently displayed. If you change any of the reporting parameters, click on this button to update the data according to the new parameters.

Standard Report Format Options

Data

This report option displays or reports information in raw data format, with one column for each type of usage statistic (see the figure below).

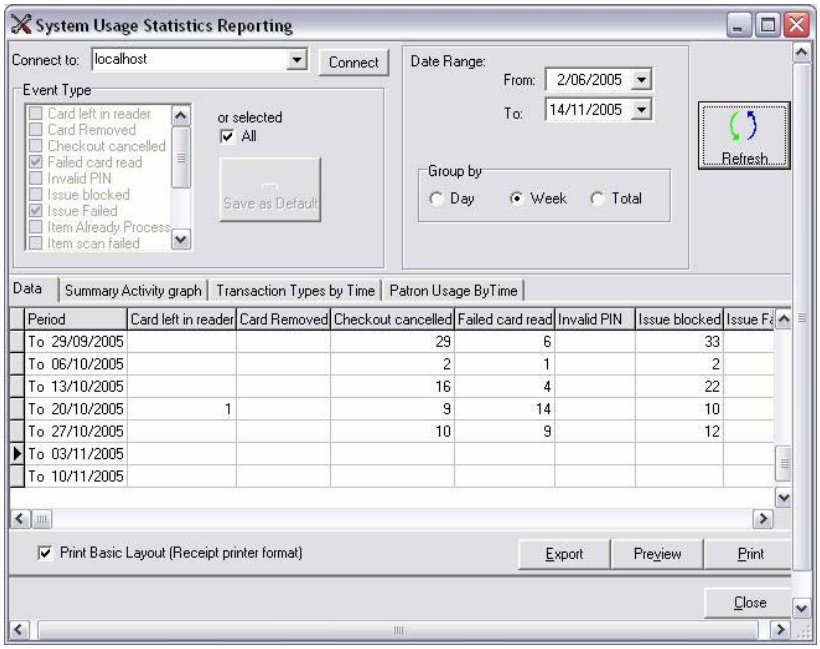

Figure 4: "Data" Report Option

Sort Order

You may change the sort order of the displayed data by clicking on the appropriate header bar. A small arrow indicator will show whether the data is sorted in ascending or descending order.

Column Width

Column width may be altered by using the mouse pointer to drag the line between adjacent header labels sideways.

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Window You may change the focus of the display window by using the scrollbars at the edges of the display window.

Data Report Output

The Data Report may be outputted in several ways, using the output buttons at the bottom right-hand corner of the screen.

Export Choosing this option will display the Windows Print window, in which you may specify a **PRINT TO FILE** output format (text file or report emulation text file), and the destination directory and filename (see example below).

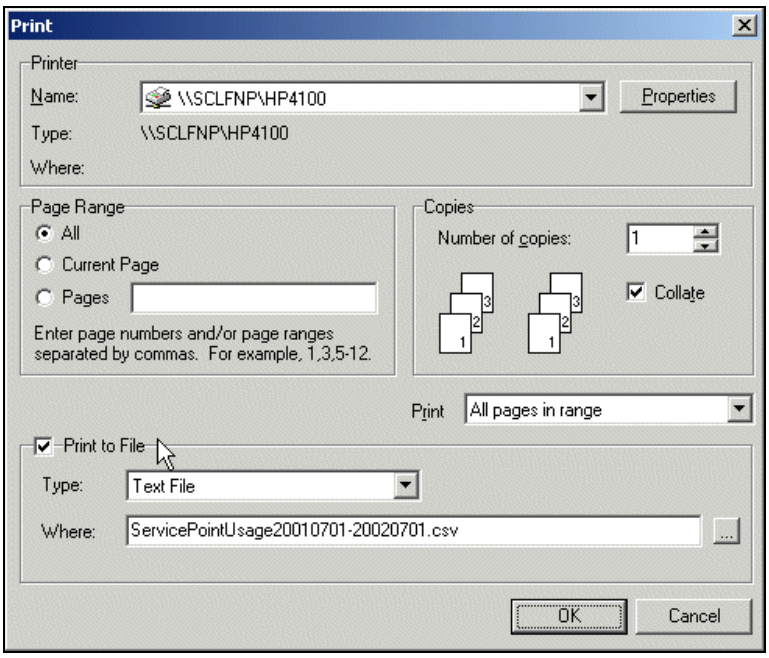

Figure 5: Report Export Window

Type—Current options are Text File (plain, unformatted text) or Report Emulation Text File (text format, but spaced to look the same as a formatted report).

Where—The destination directory and file name. The filename will default to ServicePointUsagedate1-date2.csv (where date1 and date2 are the start and end dates respectively for the selected data) but another name may be substituted if required. Click the ... button to display and choose a directory other than the default.

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Preview This option allows you to examine the report (by displaying it on the screen) before exporting or printing it.

Print Prints the report to a specified printer. If the radio button “Print Basic Layout” (See Figure Below) is ticked it will print on the receipt printer. If It is left blank it will print to a network printer you have previously setup.

Figure 6: Receipt Printer Format

Summary Activity Graph

This report output option displays a summary of the system usage data in bar graph (histogram) format, as shown in the figure below.

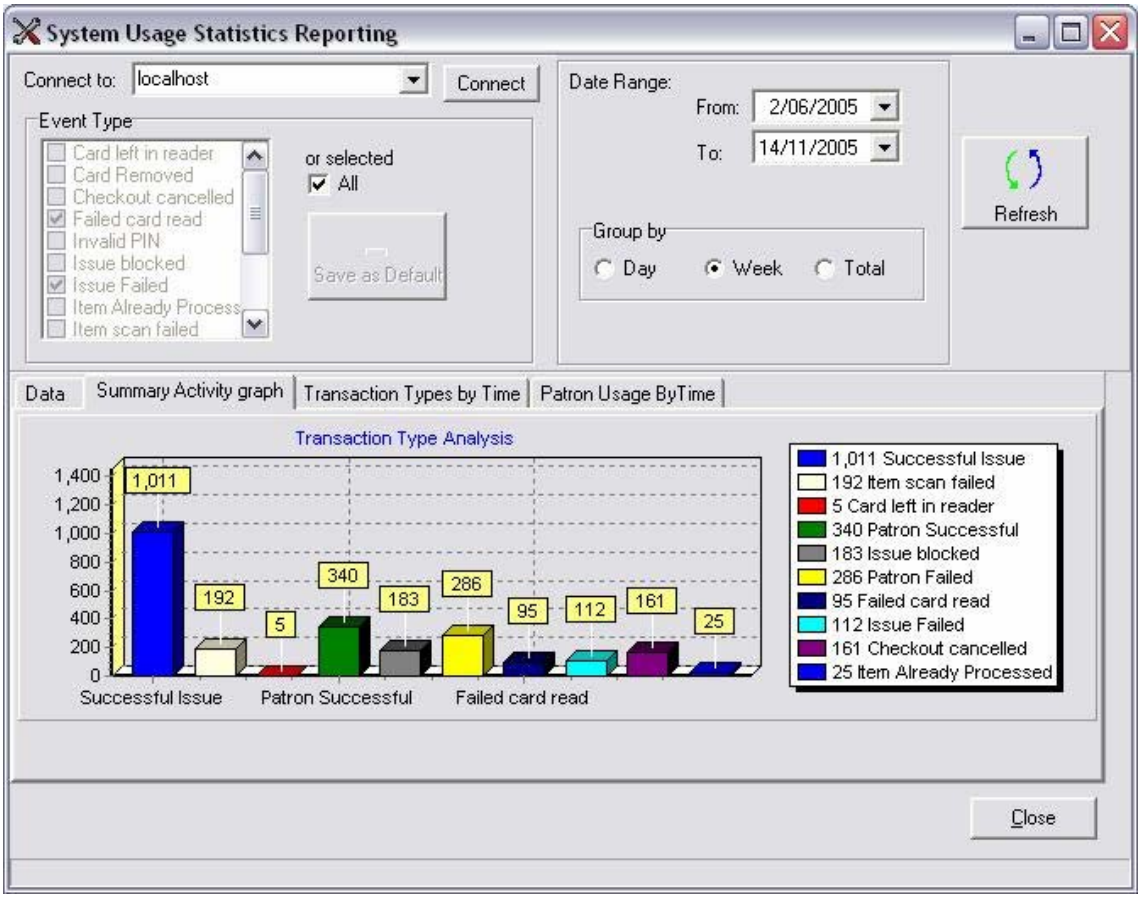

Figure 7: Example of Summary Activity Graph Output

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Transaction Types by Time

Another form of output for usage data displays a line graph of usage versus time of day (see example below).

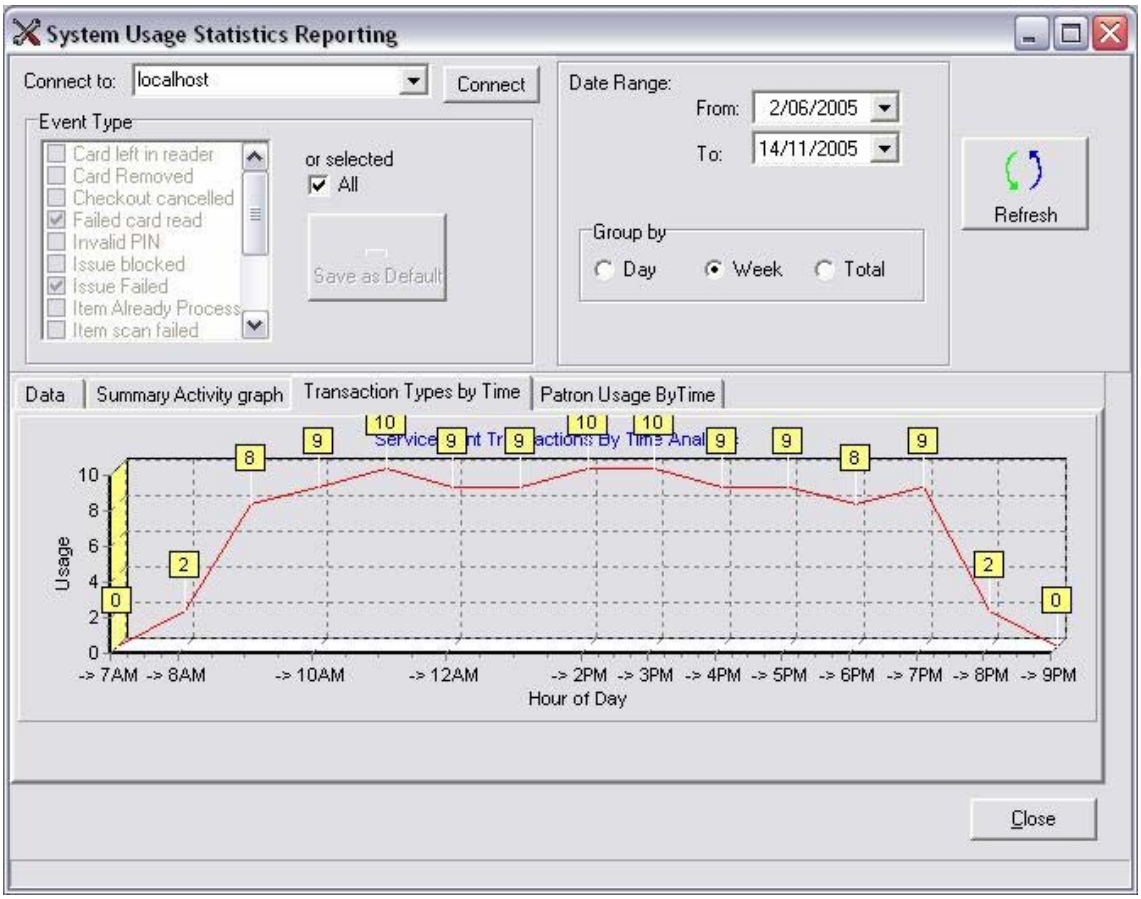

Figure 8: Example of a Transaction Types by Time Graph

Usage is shown on the vertical axis, and the time of day on the horizontal axis. Each peak on the graph is labeled with the number of transactions on the system during that hour.

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Patron Usage by Time

The last of the graphical formats of system usage data shows the number of Self Issue users versus the time of day (see example below).

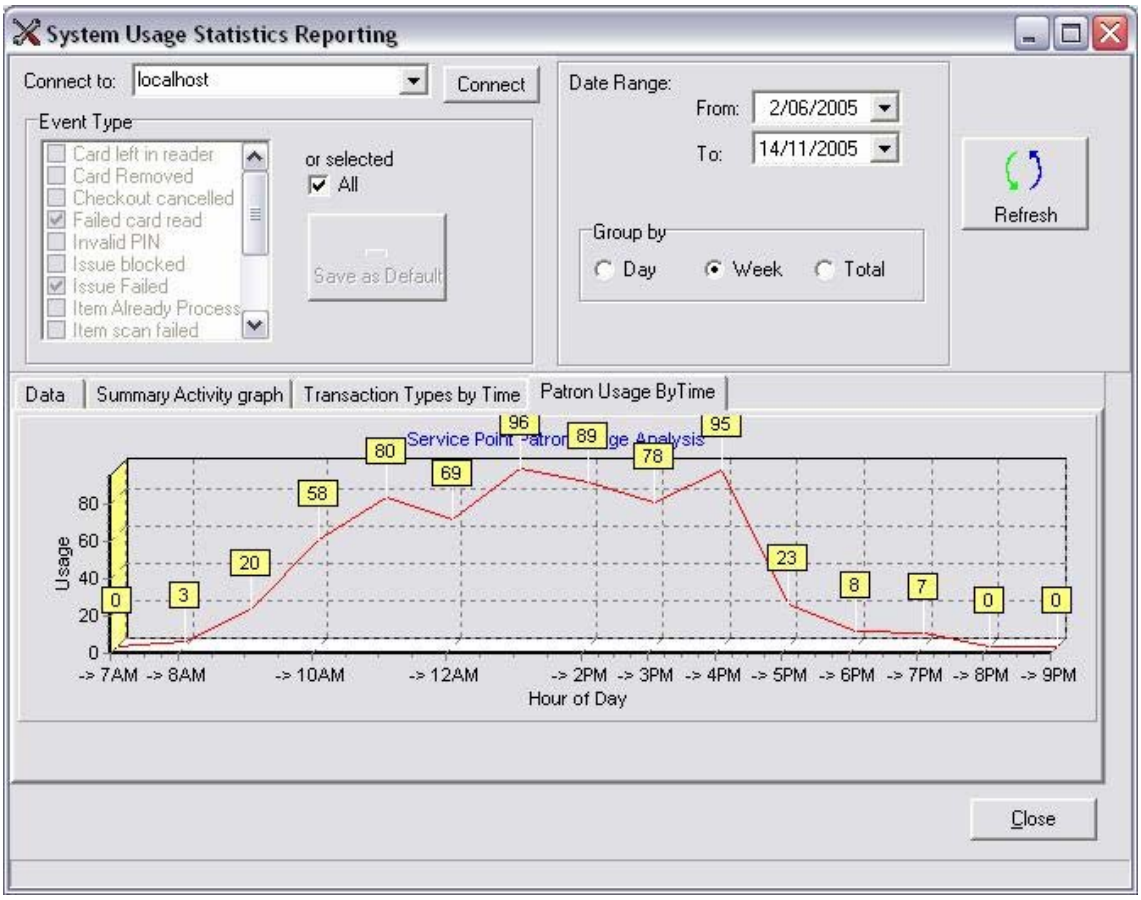

Figure 9: Example of a Patron Usage by Time Graph

Usage is shown on the vertical axis, and the time of day on the horizontal axis. Each peak on the graph is labeled with the number of users accessing the system during that hour.

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Servers

Servers Overview

The server's menu is designed to allow users to setup and configure a USS server database. This option allows reporting to be performed from a central computer system rather than running reports from each individual USS.

Server configuration

To setup a new server, press add

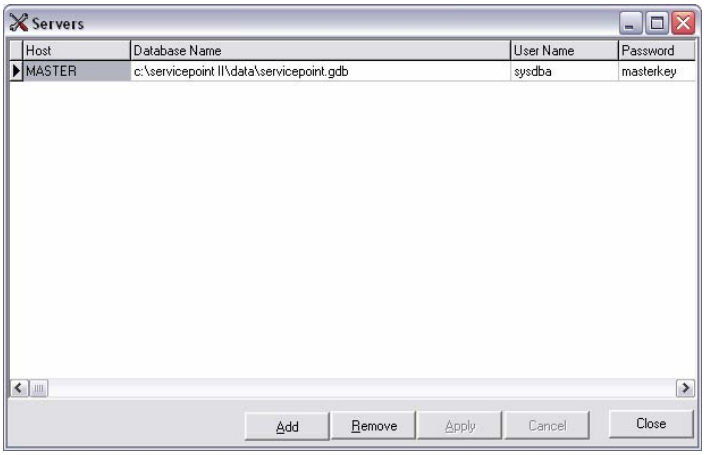

Figure 10: Example of the server database

A new row will be inserted into the database (See below)

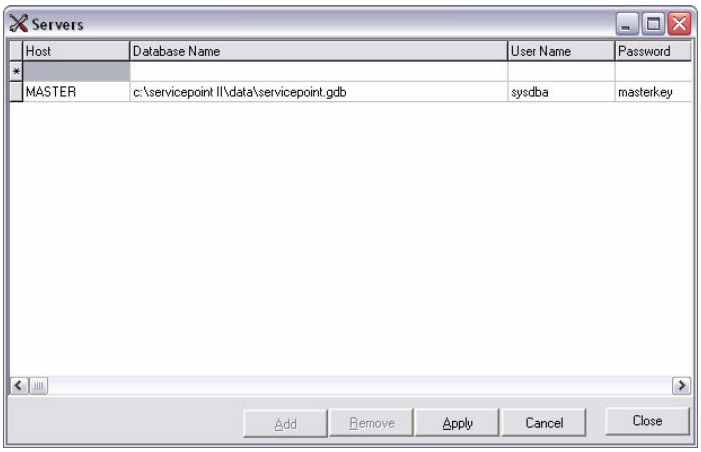

Figure 11: Adding a new server to the database

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For each USS you would like to report from you will need to fill out the fields appropriately (see below). After each server is added, press **APPLY**. When all of the servers have been added, press **CLOSE** and **YES** to save your changes.

Host	Computer Name of the Server you want to report from.
Database Name	Path to the ServicePoint database.
User Name	User name for the database which will always be “sysdba”
Password	Password for the database which will always be “masterkey”

Note: *For this option to work correctly, the main centralized reporting PC will need to have network access to each individual USS it wishes to report from.*

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CDS Transfer

CDS Transfer Overview

This utility is designed to allow you to update changes on one USS and then copy the changes to the other USS units without having to physically travel to each site.

CDS Transfer Configuration

Select the browse option to the left of the “copy from” window and browse to the CDS file you wish to transfer. After you have selected the appropriate file select the destination directory and select “ok”. A confirmation window will appear, select “yes” to make the transfer.

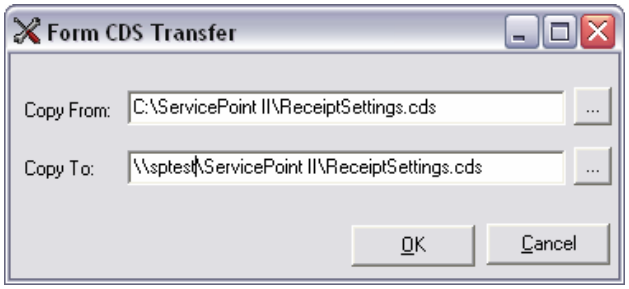

Figure 12: updating changes on USS units

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Configuration Menu

System Settings

System Settings Overview

This process allows configuration of the parameters that are used by the USS system.

As this is fairly technical, it will generally be set up at installation time by support personnel from Checkpoint, and should not require any modification of the settings.

The following details describe the parameters for each setting, what they do and the appropriate values to ensure proper operation of your system.

Host System

This screen is used to configure the parameters used for communication between USS and your host computer system (usually the library's file server).

Host Name — This identifies the host computer and will be either:

- The IP address of the host, e.g., 123.456.789.0
- The name by which the computer is identified on the network, e.g., libmain1.

Login Name — Enter the name that should be used to login to the host computer to establish a connection.

Password — Enter the password that is used for the current Login name when establishing a connection with the Host Computer. Each character that you type in will be displayed as an asterisk for security purposes. Note that the password is case-sensitive.

Confirm Password — Re-enter the password entered at the previous prompt, to ensure that it was typed correctly.

Max Retries — This specifies the number of times a password may be entered incorrectly before the system denies further access to the login process.

Retry Timeout — This allows you to specify how long (in seconds) the system will time-out for after the maximum number of password retries has

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	been exceeded. Once this time limit has been exceeded, the user may attempt to login again.
Telnet Connect Delay	This allows you to add a delay before the telnet connection is established (specific site addition).
Use PINs	Click in the tick box if the system is to be configured to require Personal Identification Numbers to be entered when a library card is inserted in the machine, or leave it blank (or uncheck it) if PINs are not required.
Send 93	When this check box is enabled it allows you to send a Login to the ACS server program. UID alg specifies the user algorithm. If “0” it means the user ID is not encrypted. PWD alg specifies the password algorithm. If “0” it means the user ID is not encrypted. If the user name and password are required these would be typed into the appropriate fields above.
Location Code	Location of the Self Issue Unit. Optional field in the 93 SIP Message.
Link to Host Via	There are three (mutually exclusive) methods of establishing a link with the host computer: via Telnet, Windows Sockets connection (Winsock), or a serial connection (cable or modem). Click the appropriate 'radio' button.
Port	If a port is required to be specified for the host link, type the appropriate port number in the box.
Scripting	If scripting is used for the link to the host, click this button to view and configure the scripting options. This will display the Host Logon-Script Maintenance window, as in the example shown below:
Socket Server IP	IP Address that the USS talks to Patron Manager on.
Socket Server Port No	Port Number that the USS talks to Patron Manager on.
Port No for Benefits	Port Number that the USS talks to the Patron Benefit utility on.

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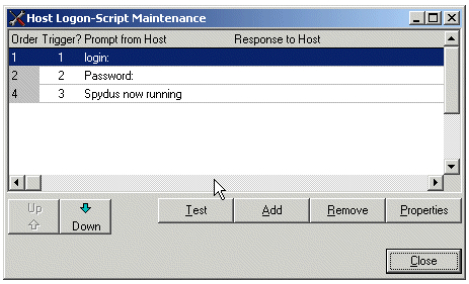

Figure 13: Example of the Host Logon-Script Maintenance Window

This window shows a number of lines; each line has a prompt string received from the host, and the string to be sent from the system in response to this. Each line may be highlighted in turn by using the **UP** and **DOWN** buttons, then edited using the **PROPERTIES** button. A line may be deleted completely using the **Remove** button, and a new line added using the Add button. Both the **ADD** and **PROPERTIES** buttons open the **MAINTAIN LOGON SCRIPT LINE DETAILS** window, as shown below:

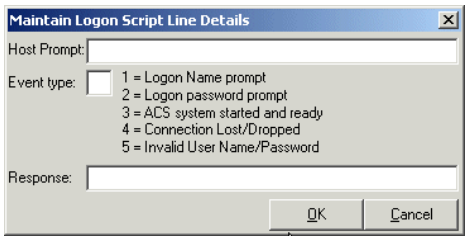

Figure 14: Example of the Host Logon Script Line Details Window

Host Prompt Enter the string received from the Host system (e.g., "login:", "Username:", etc.)

Event Type Enter a number from 1 to 5 to represent the type of event (as listed to the right of the box).

Response Enter the string to be sent to the Host in response to the prompt string.

Once you have finished configuring the script line, press **OK** to save the details, or **CANCEL** to exit from this window without saving any details.

Test This button has the same function as the one in the Host Logon-Script Maintenance window, and allows you to test the communication with the host computer. If you click on this button, the following window will be displayed:

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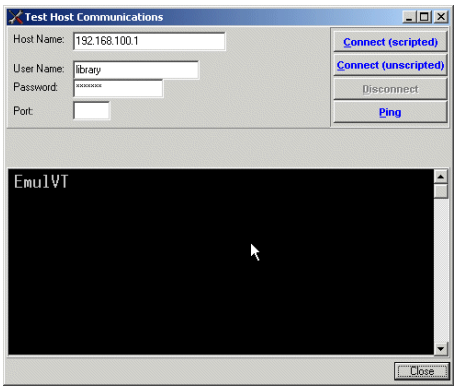

Figure 15: Example of the Test Host Communication Window

The fields **HOST NAME**, **USER NAME**, **PASSWORD**, and **PORT** are all defaulted from the settings in the main screen, but may be altered for the logon communication testing if required.

Connect (scripted)	This will attempt to connect to the Host using the specified parameters and the logon script details.
Connect (unscripted)	This will attempt a logon to the Host without using the script details.
Disconnect	If a connection is made, this will request a disconnection from the Host.
Ping	This will "ping" the Host, to test the connection

Click the **CLOSE** button when testing is completed.

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Protocol Settings

Protocol Settings Overview

For the USS system to interface effectively with the Host system, rules about communication need to be established, which is accomplished via the Protocol Settings. This is a fairly technical process, and is unlikely to require alterations once set up by Checkpoint support personnel.

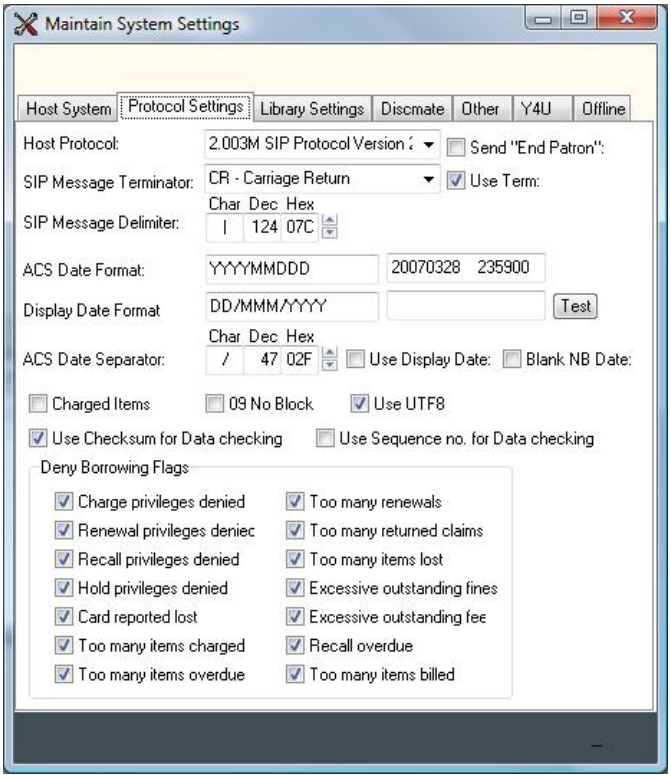

Figure 16: Example of the Protocol Settings Screen

The figure above shows the Protocol Settings screen, which is followed by a brief explanation of each parameter.

Host Protocol There are a discrete number of standardized versions of the Standardized Interface Protocol (SIP) used for communication between ServicePoint and Host. The appropriate one is selected using the drop-down menu activated by the scroll arrow at the right-hand side.

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SIP Message Term	Each string sent between the USS and the Host must be terminated by a specified character or pair of characters. Current options are CR (Carriage Return), LF (Linefeed) or CR/LF (both). Selection is made via the drop-down menu.
SIP Message Delimiter	Each part ('word') of a message needs to be delimited; this is usually a "pipe" character (|), and is also automatically displayed in its decimal (ASCII) value and hexadecimal forms. Selection is made via the scroll arrows at the side.
ACS Date Format	This specifies the format the ACS (Automated Circulation System) Dates (issue dates, due dates, etc.) are received. Typical formats are MMM DD YYY (e.g., "OCT 12 2002"), DDMMYY (e.g., 110102) etc.
Display Date Format	This specifies the date format the customer would like printed on the receipt.
ACS Date Separator	This is used to specify what character is used to separator day, month and year in the date string, and is usually a space ( ), period (.), or backslash (/). Selection is made via the scroll arrows at the side of the box.
Use Display Date	If this is checked the date will be handled and printed as configured. If this is left un-checked the date will be handled and printed as received from the host. Note: this is required to be used if the date received is greater or equal to 18 Characters.
Use Term	This allows you to specify no terminator.
Send "End Patron"	Click in the check box to select/deselect the option of notifying the host when a patron has finished issuing books (usually when the library card is removed).
Blank NB Date	This is used by Checkpoint support personnel for testing on a particular type of host system. Please ignore.
Charged Items	If this is checked it sends a Y in the summary field of the 63 command.
09 No Block	If this is checked it sends a Y in the No Block Field of the 09 command.
Use UTF-8	If this is checked it sends all commands in UTF-8.

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Use Checksum	If this is checked it will calculate and append a checksum to each SIP message sent.
Use Sequence No.	If this is checked it will append a sequence number to each message sent. If the sequence number returned doesn't match the sequence number expected the USS will request the message again. If after the maximum resends the message received is still incorrect the USS will disconnect and attempt to reconnect with the LMS.
Deny Borrowing Flags	This section contains a list of the facilities which a user may have had revoked, and user 'misdemeanors' for which the library may deny the user the right to borrow library books, such as overdue books, unpaid fines, etc.. Click in the appropriate check box to select/deselect the option of denying a facility or revoking borrowing for that particular reason.

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Library Settings

Library Settings Overview

The parameters on this screen are library specific. The most important functional aspect of this screen is the System User IDs, which are used to set up the borrower cards for library staff and/or service personnel, who will then be able to use their cards to access system functions, such as clearing disabled borrower cards.

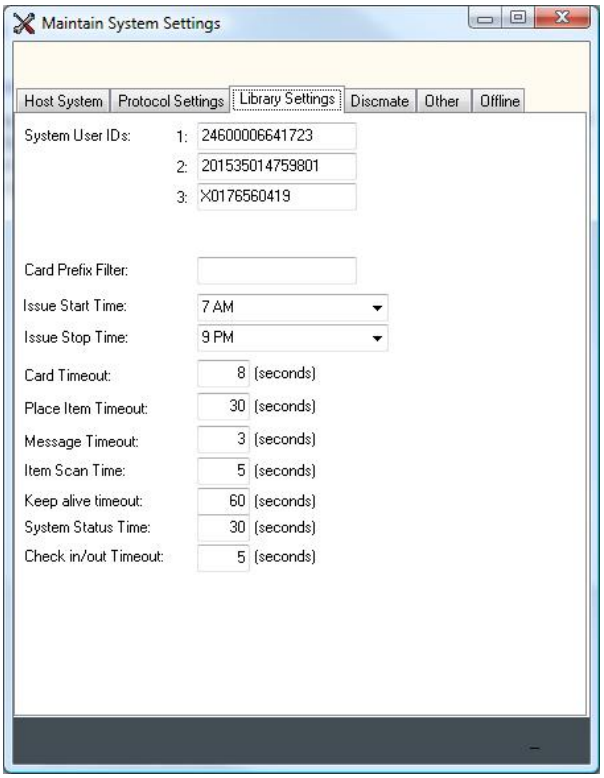

Figure 17: Example of the Maintain Library Settings Screen

System User ID's Enter the card IDs for the users who will have system administrator access.

Card Prefix Filter This was designed for a particular site however can be a useful tool. Adding a pre-fix enables libraries to restrict allow users with that particular prefix to be able to use the USS machine. Useful if you would like to allow members from another college to issue books from the staff work station but not from the USS machine.

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Issue Start Time	Library opening hour. Used for the reporting tool.
Issue Stop Time	Library closing hour. Used for the reporting tool.
Card Timeout	Time in seconds that the card is attempted to be read before reverting back to the main screen.
Place Item Timeout	Time in seconds that the place item screen is displayed before reverting back to the main screen.
Message Timeout	Time in seconds that each message is displayed before reverting back to the appropriate screen.
Item Scan Time	Time in seconds that the item is being attempted to scan before an error message is displayed.
Keep alive Timeout	A 99 SIP Message is sent on this time interval. If a 98 SIP message isn't received after using the appropriate retry protocol we assume that the LMS is has gone offline. If LMS offline is un-checked we will use this timeout to reestablish all connections.
System Status Time	Time in seconds a System Status call is made to the ILS to confirm on-line status.
Check in/out Timeout	Time in seconds that the check in/out screen is displayed before reverting back to the main screen.

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Discmate

Discmate Overview

Discmate is an automated security unlocking system for CD and DVD material. The standard workflow is to process the CD or DVD with the LMS and once all materials are processed the patron is prompted to unlock the material. The Discmate communicates with the USS to determine whether the material can be unlocked. The Discmate will only unlock successfully issued items.

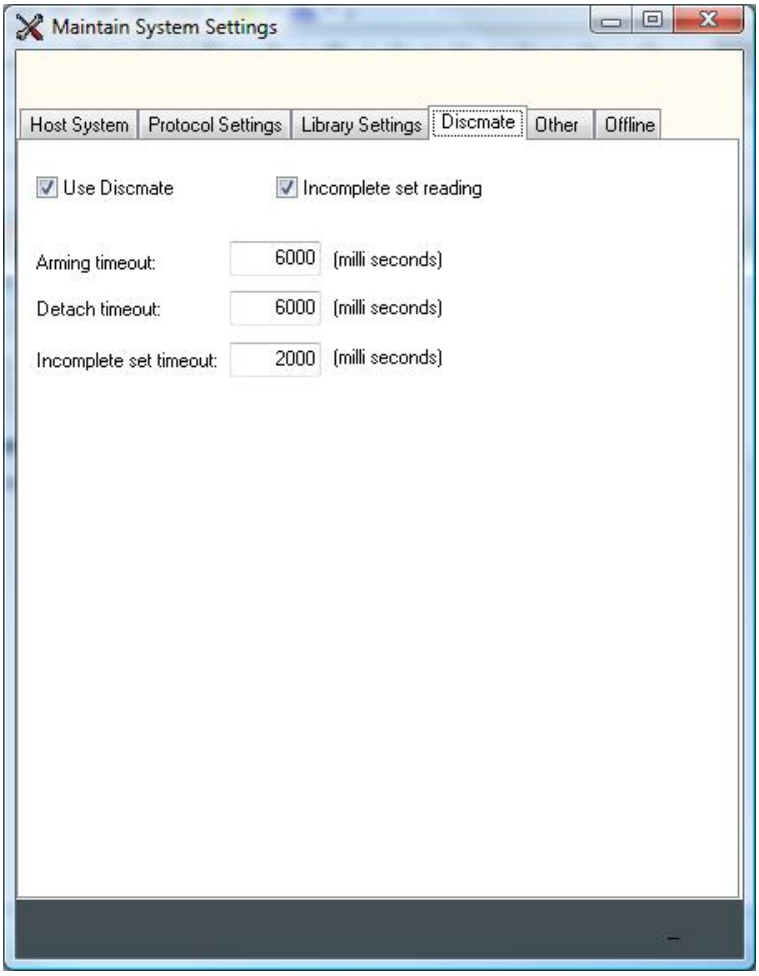

Figure 18: Example of the Discmate Settings Screen

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Use Discmate	Check this feature when Discmate is installed on the USS.
Incomplete set reading	If this is checked the Discmate will check to make sure all the content is inside the CD & DVD covers.
Arming Timeout	Time the Discmate waits for the arming signal to indicate the case is fully inserted, ready to unlock.
Detach Timeout	Time the Discmate waits for confirmation of an unlock cycle.
Incomplete Set Timeout	This is used in the self check logic. The timer is started when the first part of a set is detected. The timeout occurs if the remaining parts of the set are not detected.

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Other

Other Overview

The parameters on this screen are also library specific. Depending on the type of unit a library has purchased and the options they desire, the settings are adjusted accordingly (See below). This is a fairly technical process, and is unlikely to require alterations once set up by Checkpoint support personnel.

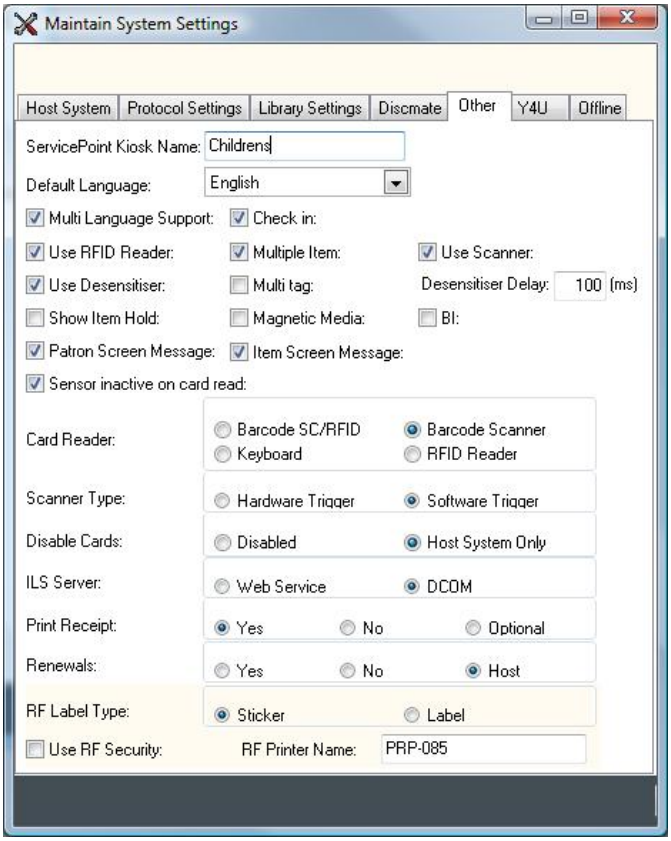

Figure 19: Example of the Other Settings Screen

SP Kiosk Name Name of the USS kiosk. Used for the reporting tool.

Default Language Default language the USS displays on the welcome screen.

Multi Language Supp Check this box when you want to have more than one language supported. Note: this should always be checked.

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Check In	When this box is checked it enables the check in/out screen. The user is prompted with this screen after selecting a language. Note if this option is selected the corresponding graphics will need to be loaded (see graphics section).
Use RFID Reader	When this box is checked without Multiple Item the RFID reader is required to be set to continuous mode. The idea of this configuration is to allow the library to be able to use the RFID reader and the barcode scanner to issue items. The item sensor is required to be activated before the RFID tags will be read.
Multiple Item	When this box is checked the RFID reader can read multiple Items at the same time. The method in which the tag data is collected is via the Discmate dll. There is also a setting file called "Servicepoint.exe.config" located in "c:\servicepoint II" which allows you to change the configurations of the tag structure.
Use Scanner	When this box is checked the barcode scanner is used to obtain the item data. Note: This cannot be used when running in an RFID multiple item environment.
Use Desensitizer	When this check box is checked it enables the tag de/re-sensitizer. Note certain hardware is required to run this function.
Multi-tag	When this box is checked it enables the multi-tag function. The USS will check for the presence of tag strips before the item is checked out. If there is more than one tag present the USS will display a message "Place one item at a time". Note certain hardware is required to run this function.
Desensitizer Delay	Delay in milliseconds after the desensitizer command is sent before a successful message is displayed. Should not need adjusting.
Show Item Hold	When this box is checked it calculates the difference between the holds you have requested and the un-available holds. If this number is positive it displays a message "you have reservations to collect".
Magnetic Media	A site specific setting which inverts the magnetic media flag.
BI	A site specific setting which sets the BI filed to Y.

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Patron Screen Mess	When this box is checked, the patron screen message displayed on the screen is retrieved from the AF filed in the 64 SIP response message. If this is checked and no message is passed the default USS system message is displayed. If this box is un-checked the message will be retrieved from the appropriate USS system message.
Item Screen Mess	When this box is checked, the item screen message displayed on the screen is retrieved from the AF filed in the 12 SIP response message. Is this is checked and no message is passed the default USS system message is displayed. If this box is un-checked the message will be retrieved from the appropriate USS system message.
Sensor Inactive	When this box is checked, the item sensor is deactivated in the patron card scanning process.
Card Reader Type	This is interface in which patron card is obtained from the unit.
Scanner Type	Way in which is the barcode scanner is trigged. Hardware Trigger was site specific and is not used anymore. This feature should always be set to software trigger.
Disable Cards	This feature is used when a separate card reader option is setup which requires a card sensor. If this option is setup each USS has the ability to disable cards on the LMS or the individual USS when a patron has accidentally forgotten their card.
ILS Server	Interface the USS connects to the ILS server on.
Print Receipt	This allows for the libraries to choose whether they would like a receipt for each checkout, none at all or give the option to the patron at time of check out.
Renewals	This gives the library a few options with regard to renewals. If “yes” is checked the USS forces the LMS to accept renewals. If “no” is checked it forces the LMS to not allows renewals and if “host is checked it lets the LMS decide at time of login.
RF Label Type	Used in an RF security environment. Defines the type required.
Use RF Security	When this box is checked the USS will print an extra receipt to the designated printer setup in RF Printer Name.
RF Printer Name	Name of the printer the RF security label is printed to.

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Y4U

Y4U Overview

Y4U is a benefit module which provides the library the ability to inform patrons of up coming events at the library, provide specific loyalty benefits to patrons while issuing items and email specific benefits to patrons.

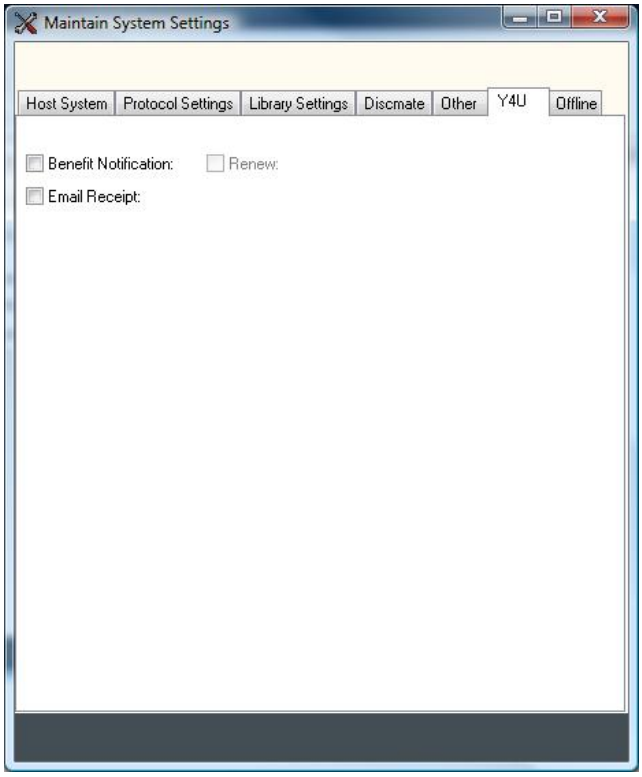

Figure 20: Example of the Y4U Settings Screen

Benefit Notification When this is checked the USS will send the Item ID to Patron Manager whom will determine whether the item has a benefit associated. If so, Patron Manager will send the address of the graphic and text to display next to the Item title.

Renew If this is checked the patron can receive a benefit when renewing an Item.

Email Receipt If this is checked the patron has the ability to receive their receipt via email.

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Offline

Offline Overview

Offline gives the USS the ability to continue issuing items to patrons while the network or LMS is down. There are several types of authentication the USS can use in order to provide security while the network is down.

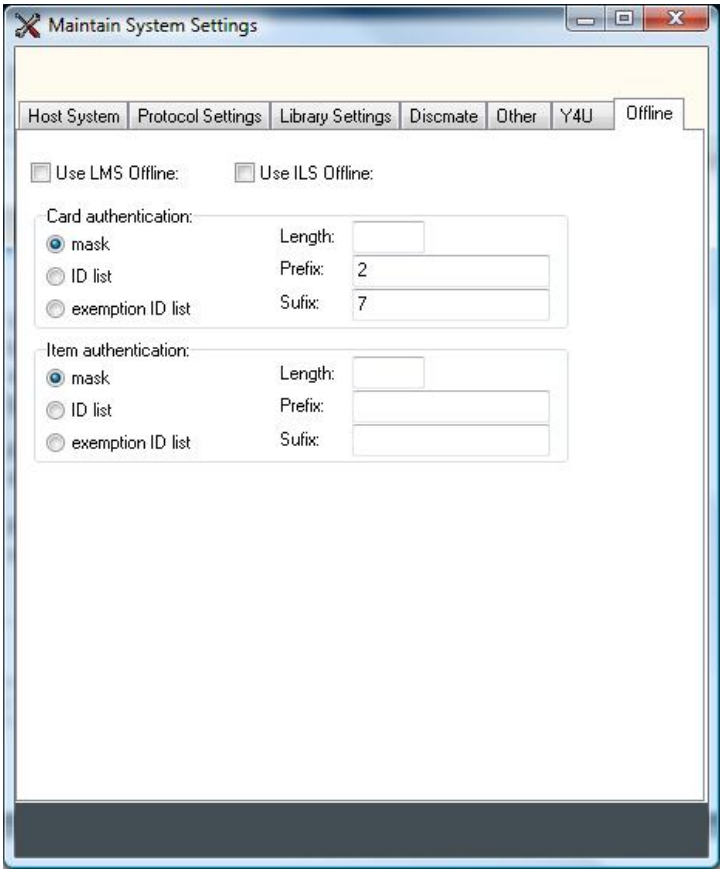

Figure 21: Example of the Offline Settings Screen

Use LMS Offline When this is checked the USS will move to Offline mode when the USS determines the LMS is offline

Use ILS Offline When this is checked the USS will move to Offline mode when the USS determines the ILS is offline

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Card Authentication When “mask” is selected the USS authenticates the patron card based on the Length, Prefix and Suffix setup. When “ID List” is selected the USS authenticates the patron card based on the patron list provided from the library. When “Exemption ID List” is selected the USS allows all users to borrow except for those on the exemption list.

Item Authentication When “mask” is selected the USS authenticates the Item based on the Length, Prefix and Suffix setup. When “ID List” is selected the USS authenticates the Item based on the Item list provided from the library. When “Exemption ID List” is selected the USS allows all Items to be borrowed except for those on the exemption list.

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Theme

Theme Overview

This menu item is used to configure the various graphics screens which are displayed to guide the user through the steps of using the USS. There are a number of different themes to choose from and you also have the ability to create a new theme specific to your library. Instructions on how to change the default theme displayed are located in the Language Support Section.

A typical example of the Displays maintenance screen is shown below, with details of how it is used.

Select Configure/Themes (see below).

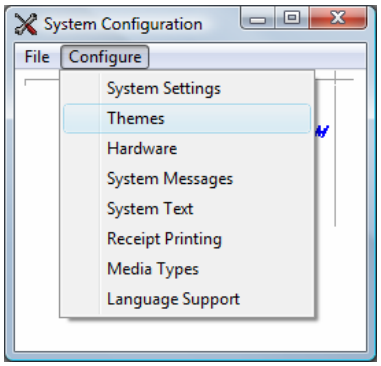

Figure 22: Example of the Selecting Theme Screen

You are then prompted to highlight a theme and press properties to modify the appearance of the theme. You can also select add to create and design a new theme.

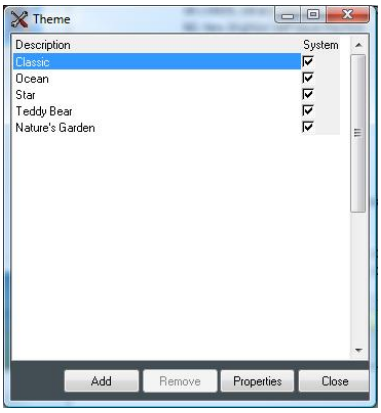

Figure 23: Example of the Theme Option Screen

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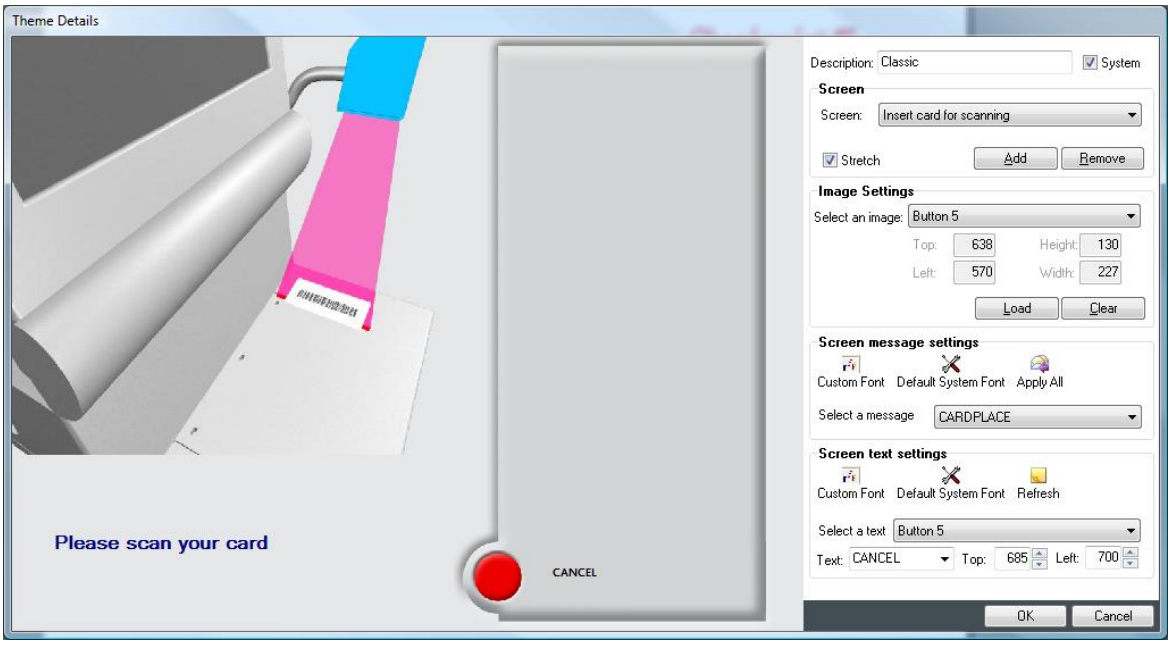

Figure 24: Example of the Theme Configuration Screen

The configuration screen is divided into four separate sections. The screen, the image settings, the screen message settings and the screen text settings. To configure each screen all sections need to be configured. Once you are happy with your changes press “OK” and “Close” to insure the changes are saved. If you would like to exit without making changes, Press ‘Cancel and “Close”.

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Theme Description

Allows the user the ability to distinguish between each different theme.

Description This specifies the current theme which you are viewing.

System If this is checked the current theme is a default system screen which cannot be deleted.

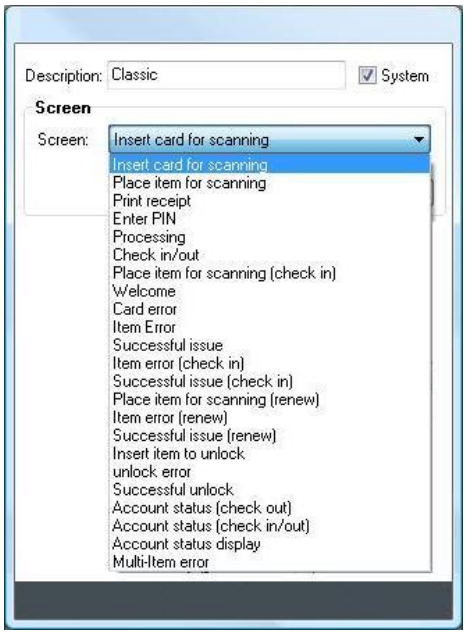

Figure 25: Example of Selecting Different Display Screen's

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Display Screen

Allows the user the ability to navigate and modify each screen.

Screen — This specifies the screen to be configured. Select from the drop down menu the screen you require to setup/edit.

Add/Remove — The add/remove features is for checkpoint staff personal only. This is used by the programmer to allow extra screens to be added.

***Note**: In order to add new screens, computer programming is required.*

Image Settings Screen

Allows the user the ability to load flash files, images and buttons to the screen.

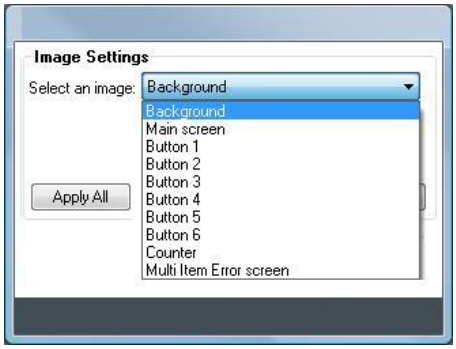

Figure 26: Example of the Image Settings Screen

Select an Image — This specifies the part of the screen to be configured. Each image has a fixed area on the screen. For example, the Main screen alters the display part of the screen where each button alters a user interaction part of the screen. Select from the drop down menu the Image you require to setup/edit. Each option will require you to load an image, AVI or flash file to be displayed on the screen.

Apply All — When this button is pressed it will apply the current background to all the screens relating to that theme. Note: this is only applies to the background image.

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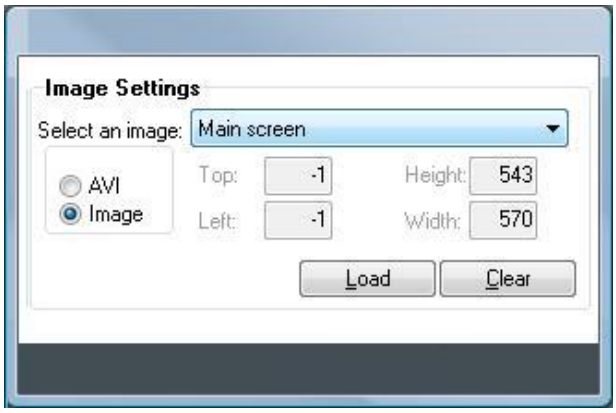

Figure 27: Example of the Load Image Screen

Load (AVI, image) These are two mutually exclusive choices for the display; you may choose to have an AVI file displayed or a still (bitmap) image.

If you choose an AVI, then the by pressing the **LOAD** button a windows browser will be displayed. You will then need to navigate to the AVI you wish to display. If you choose **IMAGE** it uses the same principal however you have the option of displaying a PNG, a bitmap or a flash file.

Clear If an image is selected and the clear button is pressed the current selection will be removed from the display screen.

Screen Message Settings

Allows the user the ability to change the instruction and font of the screen messages.

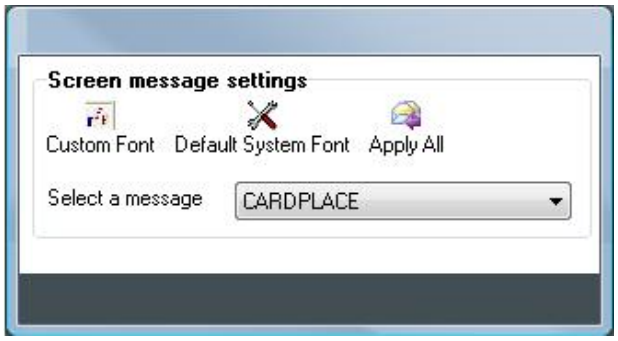

Figure 28: Example of the Screen Message Screen

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Select a Message

By selecting from the drop down menu you can choose from predefined messages setup in the System Messages selection. By selecting a different message you will alter the instruction message displayed in the bottom left hand of the screen.

***Note**: In order to alter the message content you will need to navigate to Configure -> System Messages.*

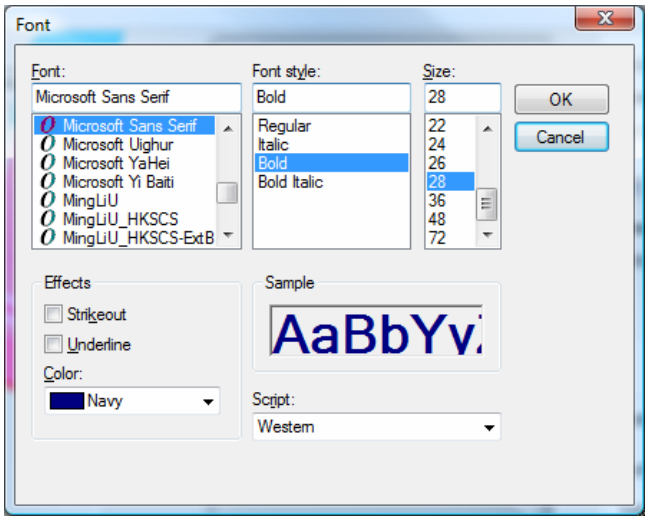

Figure 29: Example of the Font Attributes Screen

Custom Font

By selecting custom font you will be prompted with the front screen (Figure 29). This allows the user to change the font, font style, size and colour of the system message. If you press apply all after selecting custom font it will apply the custom font selected to all screens in that theme.

Default System Font

By selecting default system font you will be prompted to roll back to the system default font stored in system messages. If you press apply all after selecting default system font it will apply the system font to all screens in that theme.

Apply All

If apply all is selected it will apply the current font settings to all screens in that particular theme.

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Screen Text Settings

Allows the user the ability to change the instruction text, font and position of each text located on the screen.

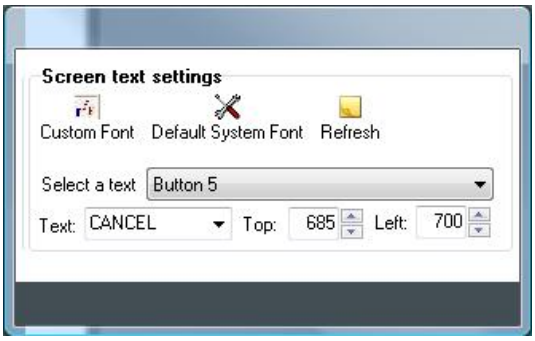

Figure 30: Example of the Screen Text Screen

Select a Text — By selecting from the drop down menu you can choose from predefined text positions. Once you have chosen a position you then need to associate a "text" with the position. The text data is predefined and located in Configure -> System text.

Text — If you select from the drop down menu you will see a list of pre-defined text entries. These are used to add text to different parts of the screen. E.g. we use cancel in this case on button 5 to inform the user that if the button is pressed they will cancel back to the beginning.

***Note**: In order to alter the message content you will need to navigate to Configure -> System Text*

(Top, Left) — Top and Left are co-ordinates on the screen. This allows you to move the text fields to different parts of the screen.

Custom Font — By selecting custom font you will be prompted with the front screen (Figure 23). This allows the user to change the font, font style, size and colour of the system text.

Default System Font — By selecting default system font you will be prompted to roll back to the system default font stored in system text.

Refresh — By selecting refresh you will update the current changes made.

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Hardware

Hardware Overview

The System Hardware Configuration menu item is used to configure the various items of equipment used by the USS system. The USS machine contains a PC which is connected to peripheral devices, and the communication with these devices needs to be set up. As with other configuration items, this would normally be performed by Checkpoint support staff and should not need to be altered.

When this process is selected from the Configure menu, a screen similar to that shown below will be displayed.

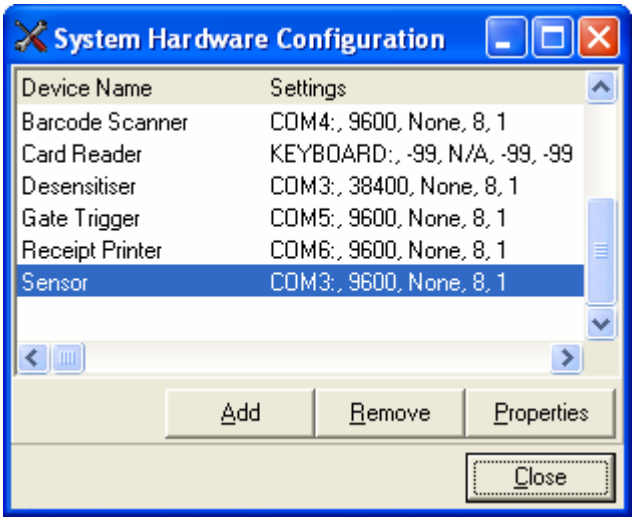

Figure 31: System Hardware Configuration Screen

Device Name This is the name of the device to be configured; select a device by clicking on the name with the mouse.

Settings This shows the current settings for this for this device.

Add Click on the **ADD** button to add another device.

Remove If you click on this button, the record for the device currently highlighted will be removed

Properties Click on this button to edit the settings for the hardware devices; the window shown below will be displayed.

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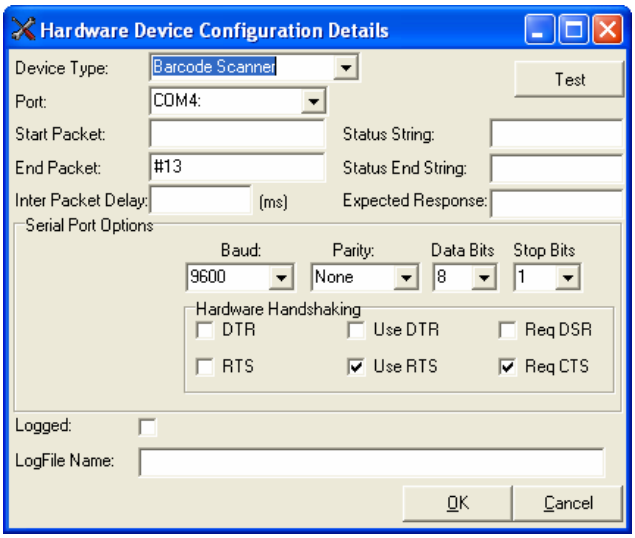

Figure 32: Hardware Device Configuration Details Screen

Device Type This shows the name of the current hardware device. Use the scroll arrow to use the drop-down menu to display and/or choose other devices.

Port The name of the port on the USS PC that will be used by this device (e.g., COM1, COM2, KEYBOARD, etc.) Ports are displayed and selected via the drop-down menu.

Start Packet This specifies the alphanumeric text string (if applicable) to be sent to the device to indicate the start of a data packet being sent.

End Packet This specifies the alphanumeric text string (if applicable) to be sent to the device to indicate the end of a data packet.

Inter Packet Delay Some devices have a response time that is slower than the PC can send data packets to it. This setting specifies the delay in milliseconds (if any) required between packets sent by the PC.

Status String This specifies the alphanumeric text string (if applicable) sent from the device to indicate the start of a status message being sent.

Status End String This specifies the alphanumeric text string (if applicable) from the device to indicate the end of a status message that was sent.

Expected Response The string (if any) to be sent by the PC to indicate receipt of the status string from the device.

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Serial Port Options If the hardware device is connected to the PC via a serial port, then the following parameters need to be set.

Baud	Use the drop-down menu to select the communication rate (in bps), or N/A if inapplicable.
Parity	Use the drop-down menu to select the type of parity used, or N/A if inapplicable.
Data Bits	Select the number of data bits in each packet.
Stop Bits	Select the stop bit used for each packet.
Hardware Handshaking	Tick the appropriate check box to indicate the type of hand-shaking used in the serial communication.

Logged Select (or deselect) the check box to turn logging of all communication with the device on (or off).

Log File Name If communication is to be logged, specify at this field the name of the file to be used to capture all packets sent and received.

Test This button is used to initiate testing of the current hardware settings, to check whether communication is working properly before the current settings and parameters are saved to file.

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System Messages

Overview

This process enables you to set up and maintain the messages that are displayed when particular system events occur, such as item issue, failure to read a barcode, etc.

Maintain System Messages

Shown below is a typical example of the configuration screen for this process, accompanied by details of how it works.

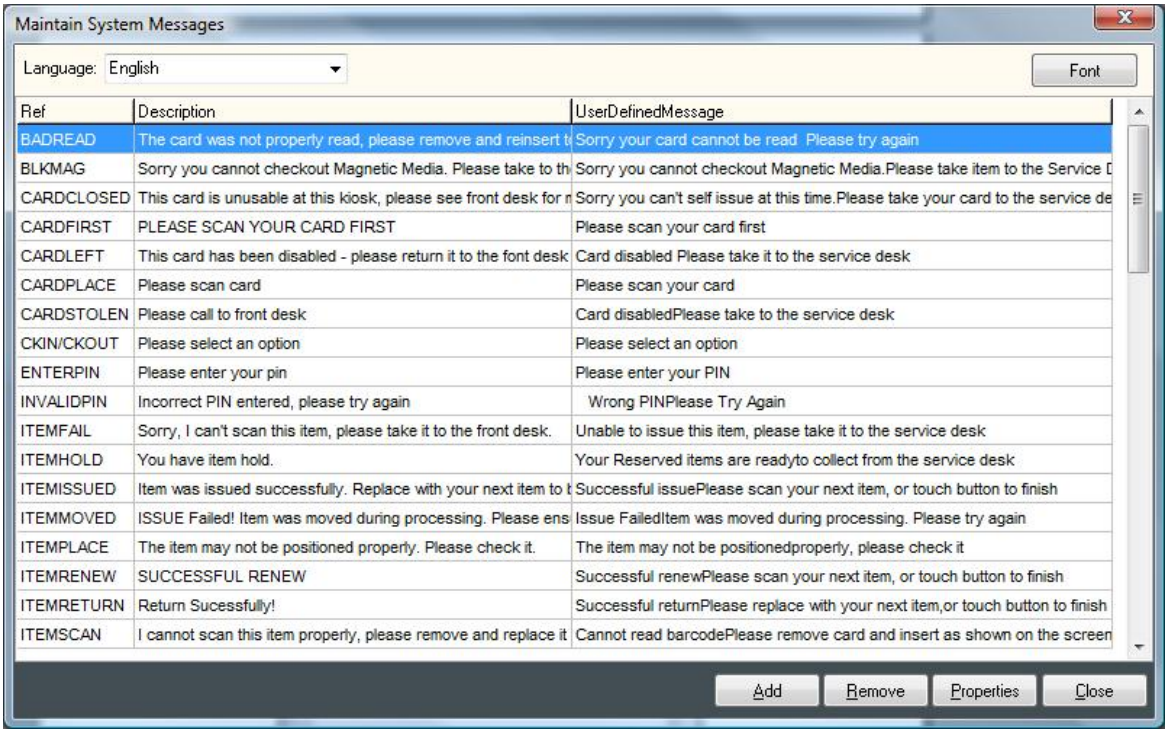
Maintain System Messages
Language: English
Font
Ref
Description
UserDefinedMessage
BADREAD
The card was not properly read, please remove and reinsert t
Sorry your card cannot be read Please try again
BLKMAG
Sorry you cannot checkout Magnetic Media. Please take to th
Sorry you cannot checkout Magnetic Media.Please take item to the Service D
CARDCLOSED
This card is unusable at this kiosk, please see front desk for r
Sorry you can't self issue at this time.Please take your card to the service de
CARDFIRST
PLEASE SCAN YOUR CARD FIRST
Please scan your card first
CARDLEFT
This card has been disabled - please return it to the font desk
Card disabled Please take it to the service desk
CARDPLACE
Please scan card
Please scan your card
CARDSTOLEN
Please call to front desk
Card disabledPlease take to the service desk
CKIN/CKOUT
Please select an option
Please select an option
ENTERPIN
Please enter your pin
Please enter your PIN
INVALIDPIN
Incorrect PIN entered, please try again
Wrong PINPlease Try Again
ITEMFAIL
Sorry, I can't scan this item, please take it to the front desk.
Unable to issue this item, please take it to the service desk
ITEMHOLD
You have item hold.
Your Reserved items are readyto collect from the service desk
ITEMISSUED
Item was issued successfully. Replace with your next item to t
Successful issuePlease scan your next item, or touch button to finish
ITEMMOVED
ISSUE Failed! Item was moved during processing. Please ens
Issue FailedItem was moved during processing. Please try again
ITEMPLACE
The item may not be positioned properly. Please check it.
The item may not be positionedproperly, please check it
ITEMRENEW
SUCCESSFUL RENEW
Successful renewPlease scan your next item, or touch button to finish
ITEMRETURN
Return Sucessfully!
Successful returnPlease replace with your next item,or touch button to finish
ITEMSCAN
I cannot scan this item properly, please remove and replace it
Cannot read barcodePlease remove card and insert as shown on the screen
Add
Remove
Properties
Close

Figure 33: Example of Maintain System Messages Screen

Language For each language you would like to use you will need to adjust the appropriate system messages. To select a new language to alter select the language from the drop down menu.

Ref Reference to the system event the message applies to

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Description The message that has been defined by Checkpoint to appear for this system event.

User Defined Message If defined, this message will be used instead of the default message.

Add Click on this button to add another system message. The System Message Details Maintenance screen will be displayed, as shown below in the Properties details.

Remove If you click this button, the message that is currently highlighted will be removed from the database.

Properties This is functionally the same as the **ADD** button, but will load the message that is currently highlighted. A screen similar to that shown below will be displayed.

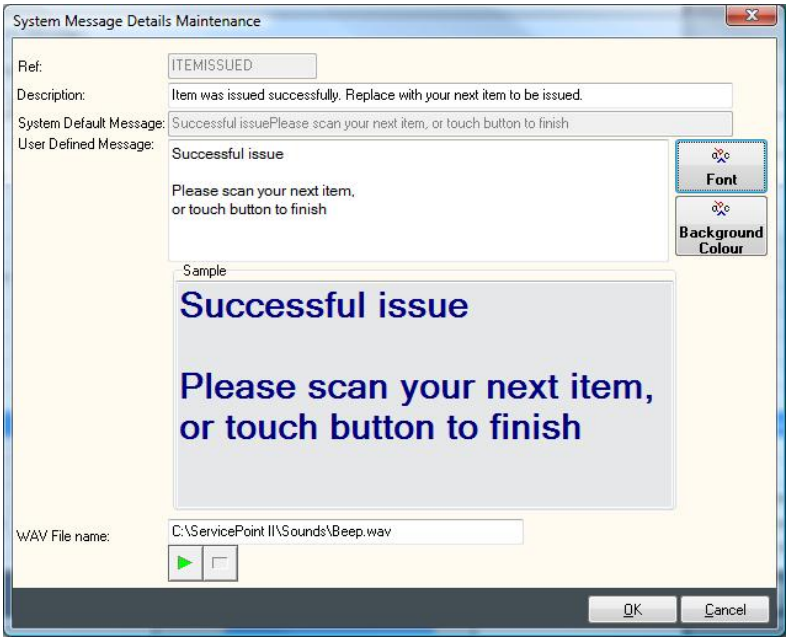

Figure 34: Example of System Message Details Maintenance Screen

The **REF** and **SYSTEM DEFAULT MESSAGE** fields are as defined above, and are not able to be altered.

USER DEFINED MESSAGE is where you may type any test you wish to be displayed when the system event occurs. As you type the message will be mirrored in the display window as it will appear on the system screen.

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Click the **FONT** button to choose the font style and color you require this message to be displayed in.

WAV FILE NAME is used to attach a sound file to the event (e.g. a beep, spoken warning, etc). Click the ... button to look for and choose an appropriate WAV file.

Press ▶ to play the selected sound file. Press **OK** to save the details to file, or **CANCEL** to abandon any changes you may have made. The Details window will close.

Close Click on this button to close the System Messages window and return to the main System Configuration menu.

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System Text

Overview

This process enables you to set up and maintain the text fields which are displayed on each screen. System Text provides the USS the ability to easily add different language options.

Maintain System Text

Shown below is a typical example of the configuration screen for this process accompanied by details of how it works

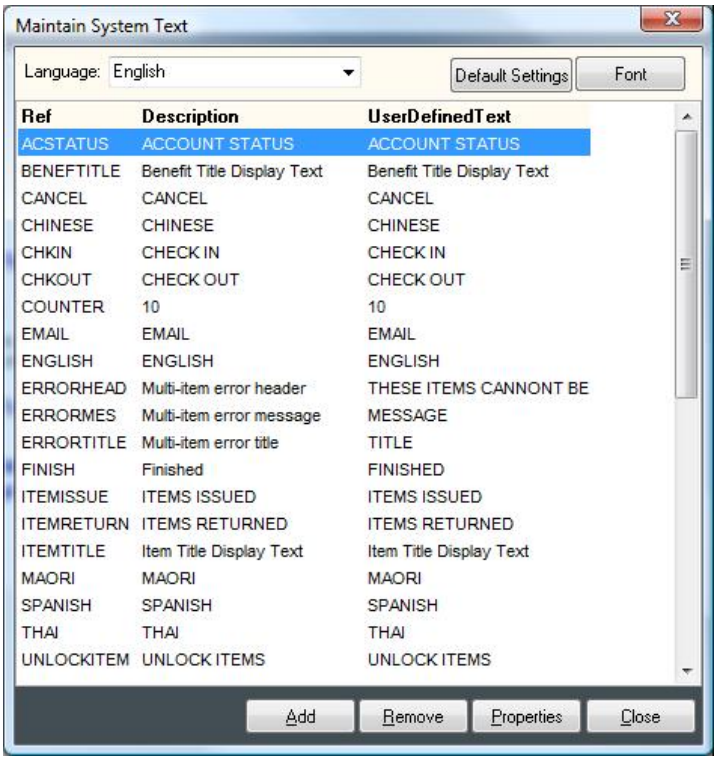

Figure 35: Example of System Text Details Screen

Language For each language you would like to use, you will need to adjust the appropriate system text fields. To select a new language to alter, select the language from the drop down menu.

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Ref Reference to the system event the text applies to.

Description The default text defined by Checkpoint to appear for this system event.

User Defined Text If defined, this message will be used instead of the default text.

Add Click on this button to add another system text. The System Text Details Maintenance screen will be displayed, as shown below in the Properties details.

Remove If you click this button, the message that is currently highlighted will be removed from the database.

Properties This is functionally the same as the **ADD** button, but will load the message that is currently highlighted. A screen similar to that shown below will be displayed.

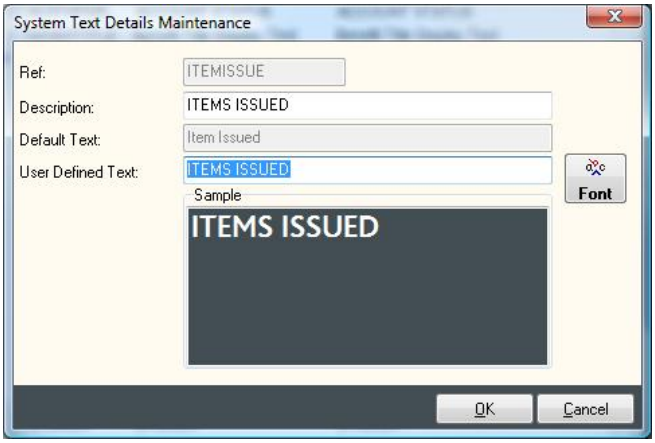

Figure 36: Example of System Text Details Maintenance Screen

The **REF** and **DEFAULT TEXT** fields are as defined above, and are not able to be altered.

USER DEFINED MESSAGE is where you may type any test you wish to be displayed when the system event occurs. As you type the text will be mirrored in the display window as it will appear on the system screen.

Click the **FONT** button to choose the font style and color you require this message to be displayed in.

Close Click on this button to close the System Text window and return to the main System Configuration menu.

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Receipt Printing

Overview

This process allows you to maintain the parameters and format for the receipts that are printed when a user borrows books from the library. Options are provided for previewing and test-printing receipts before the format record is saved to file.

Receipt Language

For each language supported and setup in System Messages there will is a corresponding receipt designer. Select the receipt you wish to view or alter from the drop down menu shown below and press OK.

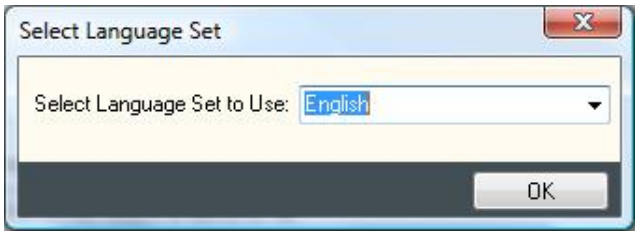

Figure 37: Example of the Receipt Printing Language Selection Screen

Receipt Printing Layout Designer

There are basically three parts to this screen: a display window which shows you an approximate reproduction of the receipt's appearance, a series of parameter check boxes which you may select or deselect in order to specify what appears on the receipt, and a few text entry boxes which allows you to customize some of the fields to be printed on the receipt.

The screen example shown below is similar to what you will see when operating this process. The window to the left shows the current format of the receipt; the colored area shows the current area of focus (i.e. the line that is highlighted).

Each line corresponds to the parameters to the right of the screen; only those with a tick in the check box will appear in the representation in the display window.

When running Patron Manager the receipts are handled via print service however some configurations still require to be setup in SysConfig. This is has the same layout with limited options. (See Figure 39).

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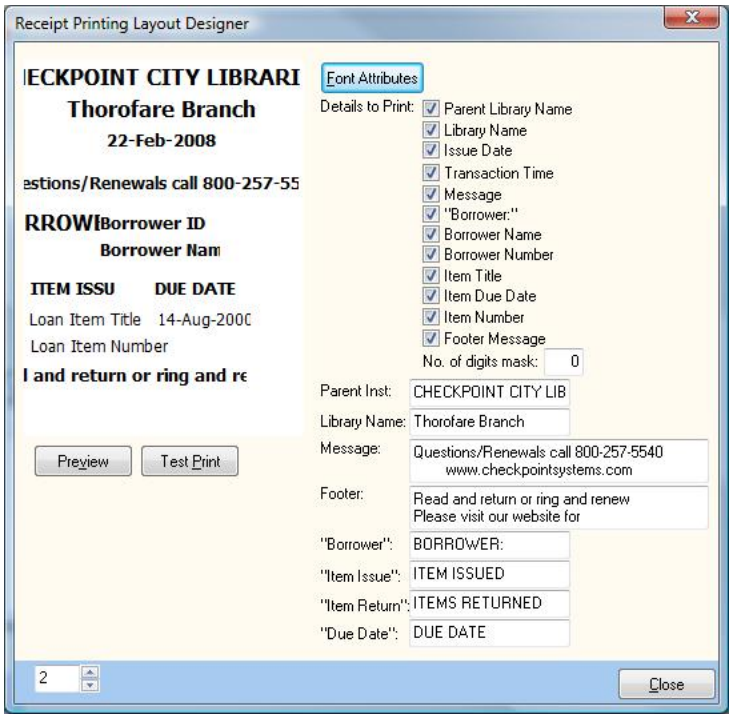

Figure 38: Example of the Receipt Printing Layout Designer Screen

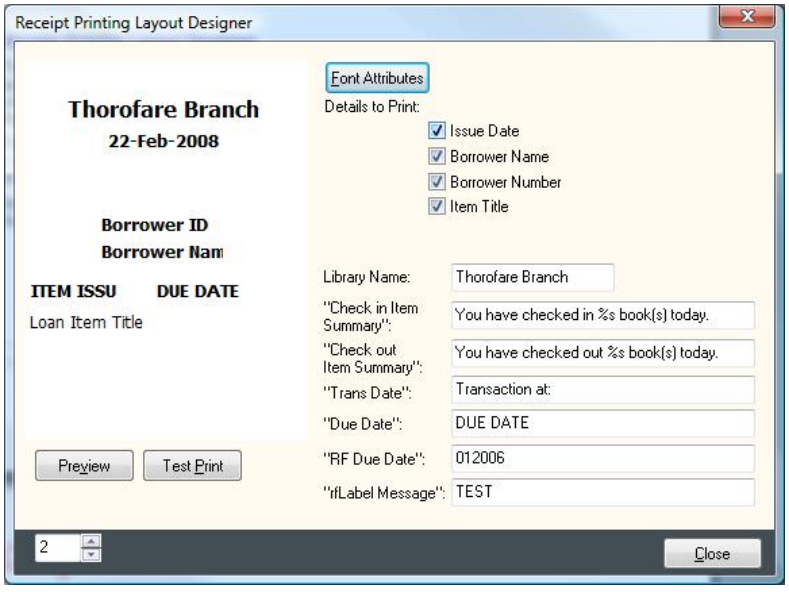

Figure 39: Example of the Patron Manager Receipt Printing Layout Designer Screen

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Font Attributes

Click on this button to view and/or alter the font attributes of the line of text that is currently highlighted. The *Windows Font* screen (shown below) will be displayed.

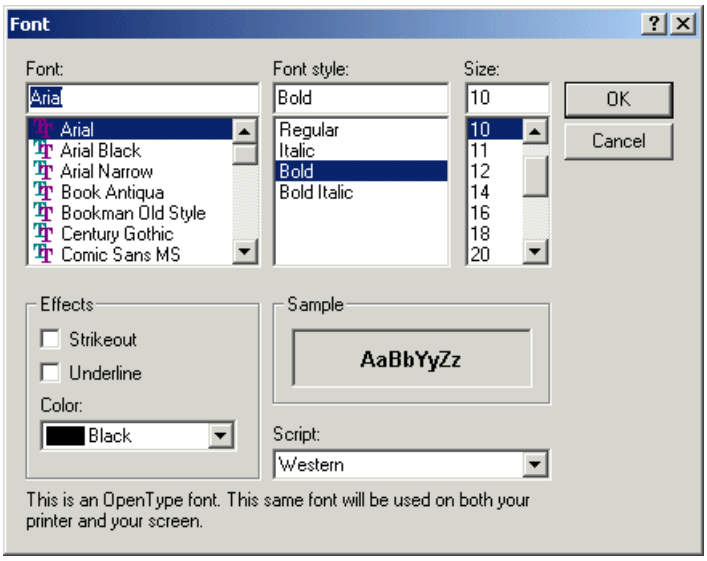

Figure 40: Example of the Font Attributes Screen

Select the appropriate font, font style, size, effects and script, and the **SAMPLE** box will show you what this will look like.

***Note**: The **COLOUR** attribute is inoperative, as the thermal printer used by ServicePoint prints black text only.*

Click **OK** to apply your settings and save them, or **CANCEL** to quit this window without saving your changes to the Font Attributes.

Details to Print

Each parameter line corresponds to a line shown in the receipt display window. Note that these are replaceable parameter fields; the text shown is the name of the field, not what will be printed (e.g. the actual name of the borrower will be printed, not “Borrower Name”). The appropriate value will be substituted at receipt printing time.

The order may not be changed as it is hard-coded, but you may remove a line from the receipt (leaving a blank area) by unchecking the appropriate box.

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Parent Inst	The name of the parent institution that administers the library, such as the local council, school, tertiary institution, etc. This will appear at the top of the receipt.
Library Name	This field allows you to enter (or change) the name of the library branch, to be printed near the top of the receipt, below the name of the institution (see below).
Message	This is a message which will be printed below the date and above the borrower's name.
Footer	The footer message will appear at the very bottom of the receipt, after items that have been borrowed. Any text may be entered here.
Borrower	Description header for the patron name.
Item Issue	Description header for the Item Issue list.
Item Return	Description header for the Item Return list.
Due Date	Description header for the Due Date list.
Check In Summary	Message that will accompany the amount of Items checked in.
Check Out Summary	Message that will accompany the amount of Items checked out.
Trans Date	Description header for the Transaction Date.
RF Due Date	Test field to check the RF Receipts.
RF Label Message	Message Displayed on the RF Label Receipt.
Preview	Click this button to open the **PRINT PREVIEW** window and see what the receipt will look like when printed. (This is a more accurate representation than the format window shown on the main screen.) The **PRINT PREVIEW** window is shown below

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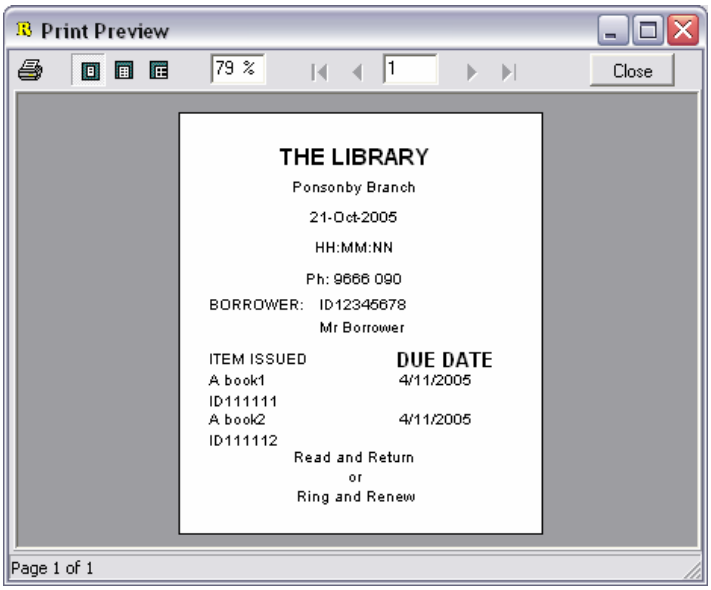

Figure 41: Example of the Print Preview Screen for Receipt Printing

This window allows you to see what the receipt will look like, to select different views (zoom in or out), and to print an example of the receipt (by clicking on the printer icon). This may be printed on a local printer, rather than the ServicePoint thermal printer, so may not be an exact replica of the receipt.

When finished, click on the **CLOSE** button to return to the Receipt Printing Layout Designer screen.

Test Printing Click this button to print a sample receipt on the thermal printer

Close When you have finished configuring the receipt printing format, click this button to return to the main System Configuration menu. You will be prompted to confirm (save) any changes you may have made.

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Media Types

Maintain Media Types Overview

This process is related to Desensitizer Control Settings, in that it is used to set up different media types (such as books, magazines, etc.) and to specify the level of degaussing required for the magnetic security strips in the spines of the media.

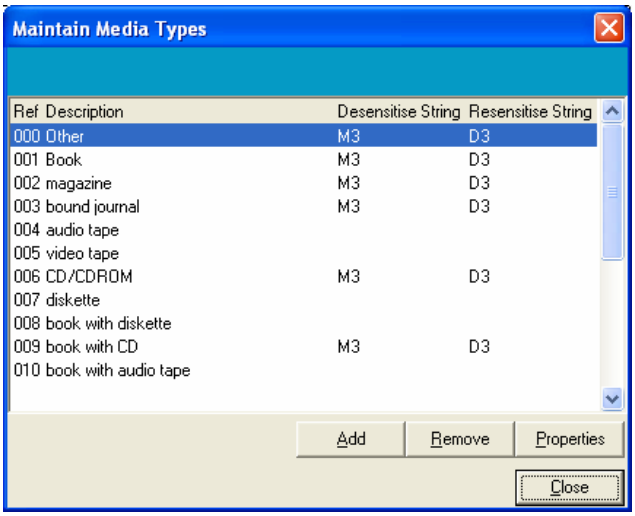

Figure 42: Maintain Media Types Screen

Maintain Media Types

The main display window lists the currently defined media types.

Ref	An identification code for the media type.
Description	This describes (names) the current media type.
Desensitize String	String sent to the desensitizer to desensitize the magnetic security strip.
Re-sensitize String	String sent to the re-sensitizer to re-sensitize the magnetic security strip.
Add	Click this button to create a new media type (see Properties button for details).
Remove	This will remove the media type that is currently highlighted.

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Properties When this is clicked, the properties of the media type that is currently highlighted will be displayed in the Maintain Desensitizer Setting Details window.

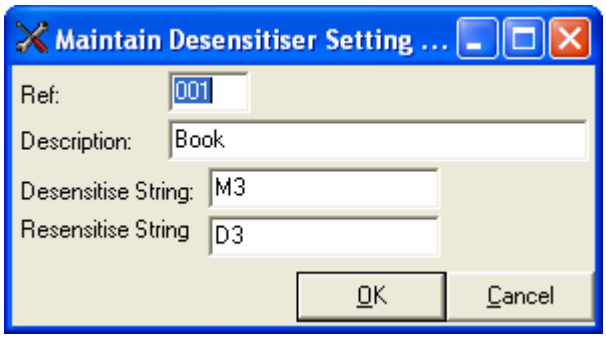

Figure 43: Maintain Desensitizer Settings Screen

This window is used for both adding and maintaining details.

Ref The ID of the media type.

Description The name or description of the media type.

Desensitize String String sent to the desensitizer to desensitize the magnetic security strip.

Re-sensitize String String sent to the re-sensitizer to re-sensitize the magnetic security strip.

Use the **OK** button to save any changes you may have made, or **CANCEL** to exit without saving changes. When you have finished viewing or maintaining Media Types, click on the **CLOSE** button to return to the main System Configuration menu.

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Language Support

Language Support Overview

This process allows you to setup and maintain support for various language modules, which will give the USS the ability to display prompts and instructions in different languages or scripts, depending on the user's preference. It also gives you the ability to change the theme of the USS and display different themes for different Languages.

Maintain Languages Support

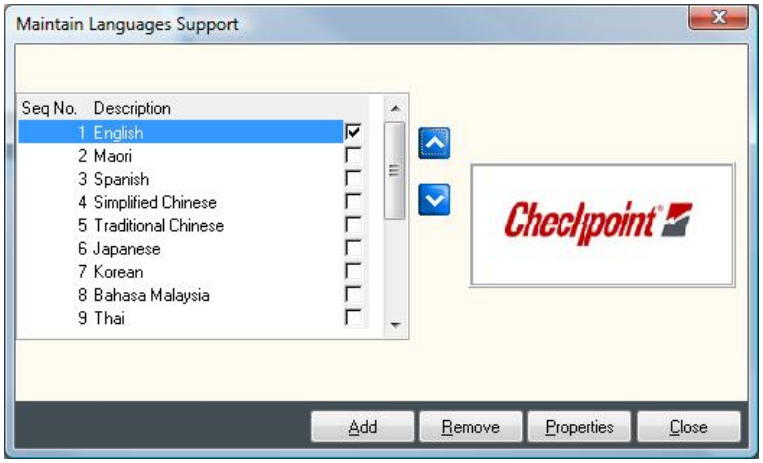

Figure 44: Maintain Languages Support Screen

Seq No. Shows the order in which the languages are displayed on the welcome screen. The display is from the top to the bottom of the screen.

Description This describes the current language.

Add Click this button to create a new language type (see Properties button for details).

Remove This will remove the language type that is currently highlighted.

Properties When this is clicked, the properties of the language type that is currently highlighted will be displayed in the Maintain Languages Setup window.

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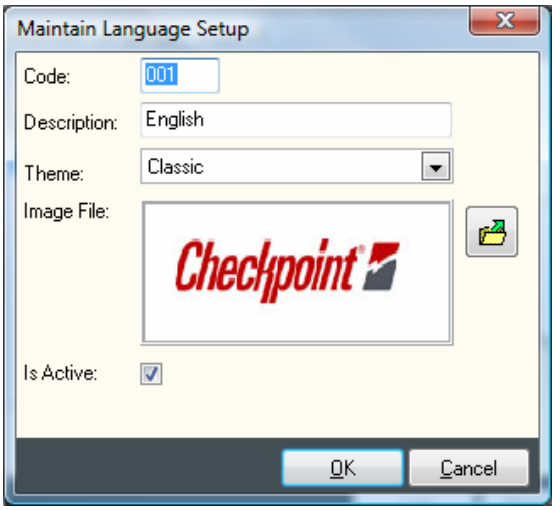

Figure 45: Maintain Language Setup Screen

Code ID which relates to where the languages are stored in the database.

Description Name of the language.

Theme This drop down menu displays a list of currently setup themes. The theme selected will be displayed when the current language is chosen. The default language that will be displayed on the main welcome screen is setup in Configure -> System Settings -> Other.

Image File Allows each file to have an image associated for quick and easy navigation.

Is Active If this is checked the corresponding language will be activated on the welcome screen.

When you have finished viewing or maintaining the language type press **OK** to save any changes you may have made, or **Cancel** to exit without saving any alterations.

Up/Down Arrows When these are pressed it moves the highlighted language up and down. This allows the user to select the desired sequence of the languages to match the graphic on the welcome screen.

Close When you have finished viewing or maintaining Language Support, click on the **Close** button to return to the main System Configuration menu.

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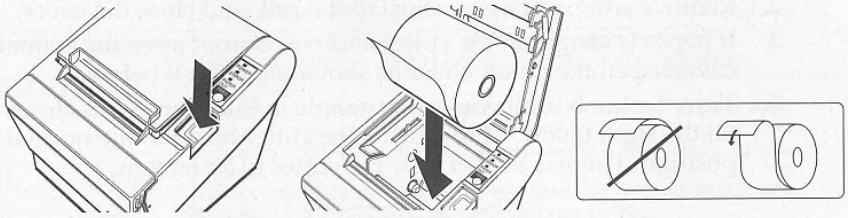
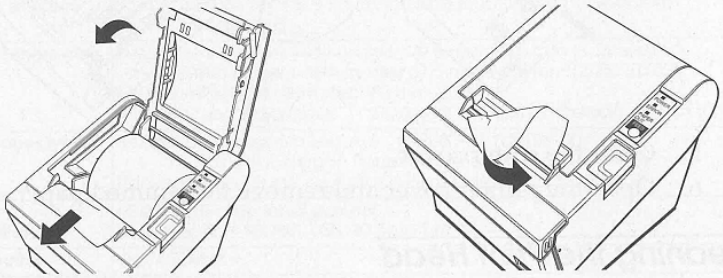
Section 3—Changing Printer Paper

Installing the Paper Roll

1. Press the button, as shown on the left below, to open the cover.
2. Remove any used paper roll core, and insert the paper roll as shown in the center below.
3. The correct direction of the paper is shown on the right below.



4. Pull out some paper, as shown on the left below, close the cover, and tear off the paper, as shown on the right below.



Troubleshooting

No lights on the control panel

Check the power supply cable connections and the power outlet.

ERROR light on (not flashing) with no printing

If PAPER OUT is **on**, the paper roll is not installed or is near the end.
If PAPER OUT is **off**, the printer cover is not closed properly.

ERROR light flashing with no printing (and no paper jam)

Printing stops if the head overheats and resumes when it cools.
Turn the printer off, and after 10 seconds, back on.

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